



Contractors State License Board

CONSUMER COMPLAINT FORM

PLEASE COMPLETE BOTH SIDES OF THIS FORM.

I wish to register a complaint against the contractor named below. I understand that the Contractors State License Board is unable to represent private citizens in court or to collect money or to levy fines.

If the contractor is licensed, he/she will be informed of this complaint in order to facilitate the resolution of this matter. If you wish your name to be kept confidential (i.e., employer/employee, unlicensed contractor, personal safety) please check this box and submit an explanation.

☐ PLEASE KEEP MY NAME CONFIDENTIAL.

TO HELP THE CSLB RESOLVE THIS COMPLAINT, PLEASE ANSWER AS MANY QUESTIONS AS POSSIBLE

1. YOUR NAME (last) (first) (middle)			2. CONTRACTOR NAME (as shown on contract/invoice)		
ADDRESS (number) (street)			LICENSE NO. USED:		
(city) (state) (ZIP code)			ADDRESS (number) (street)		
PHONE WHERE YOU CAN BE REACHED 8 a.m.-5 p.m. (area code)			(city) (state) (ZIP code)		
HOME PHONE: (area code)			PHONE NUMBER ()		
3. Have you filed in court to recover damages on this complaint? Yes <input type="checkbox"/> No <input type="checkbox"/> If so, please attach documentation with this form.			PERSON DEALT WITH		

PROJECT INFORMATION . . .

4. OWNER OF CONSTRUCTION SITE:			5. CONSTRUCTION SITE ADDRESS: street and number		
ADDRESS:	ZIP:	PHONE ()	CITY:	ZIP:	PHONE ()
6. Describe briefly the work for which you contracted:					

7. CONTRACT DATE:	8. AMOUNT:	9. AMOUNT PAID ON CONTRACT:	10. DATE WORK STARTED:	11. DATE WORK CEASED:
12. WHY DID YOU CHOOSE THIS CONTRACTOR?				
<input type="checkbox"/> REGULAR CUSTOMER		<input type="checkbox"/> DOOR-TO-DOOR SOLICITATION		<input type="checkbox"/> ADVERTISEMENT (ENCLOSE COPY OF AD IF POSSIBLE)
<input type="checkbox"/> REFERRED BY SOMEONE		<input type="checkbox"/> OTHER; EXPLAIN:		

13. BRIEFLY STATE YOUR COMPLAINT

PLEASE COMPLETE BOTH SIDES OF THIS FORM

(If more room is needed please attach a sheet of paper)

14. Is this a project a: Residence ☐ Commercial Building ☐ Other ☐
15. Is this project a: Addition ☐ Repair/Replace ☐ New Construction ☐ New Purchase ☐
16. Was contract: Written ☐ Oral ☐ New Home Purchase Agreement ☐
17. Were there any change orders? Yes ☐ No ☐
If yes, were they: Written ☐ Oral ☐ Both ☐
18. Is your complaint: Abandonment ☐ Workmanship ☐ Other ☐
19. Building permit obtained by: Contractor ☐ You ☐ Do not know ☐
Name of building department _____
20. Who presented contract? (name): Salesperson _____
Contractor _____
Do not know ☐
21. Did the contractor have employees? Yes ☐ No ☐ If so, how many?
22. Were employees, subcontractors, or materialmen paid? Yes ☐ No ☐ Do not know ☐
23. Were any liens filed on this job? Yes ☐ No ☐ By whom? _____
24. What attempts have you made to contact the contractor? Unable to locate ☐ Personal contact ☐
Telephone ☐ Letter ☐ (attach copies)
25. Have you obtained an estimate from another contractor to complete or correct job? Yes ☐ No ☐
If yes, provide name, address, phone number of the contractor, and if possible, a copy of the estimate. _____

PLEASE SEND COPIES OF ALL PAPERS RELATED TO YOUR COMPLAINT

Please attach copies of both sides of contracts, cancelled checks, and other pertinent materials. DO NOT SEND ORIGINALS. If copies are not available, please explain why:

- | | |
|---|---|
| <p>A. The Contractors State License Board cannot direct a nonlicensed contractor to complete or correct a project.</p> <p>B. In addition to this complaint you may also file an action in civil court. Please get advice from an attorney or the small claims counselor at your local municipal court on filing such a complaint.</p> | <p>C. The Contractors State License Board cannot represent private citizens in court nor collect money for you. Please contact an attorney or the small claims counselor at your local municipal court for advice on filing such an action.</p> |
|---|---|

The information contained in this form is true, correct, and complete to the best of my knowledge. I will assist in the investigation or in the prosecution of the contractor or other parties, and will if necessary, attend hearings and testify to facts.

26. SIGN HERE

27. DATE

THANK YOU FOR ASSISTING US IN OUR EFFORTS TO RESOLVE YOUR COMPLAINT.